Carrier to Carrier
Performance Standards and Reports
Bell Atlantic - New York
CLEC Aggregate Performance
UNE COMPLEX SERVICES
Supplemental Data

### Ordering Performance 2			Perfo	rmance	Volume	
Ordering Performance 0R:1-03 & 05 Average Order Confirmation Response Time 39.40 335 0R:1-03 & 05 Average Order Confirmation Response Time 69.19 935 0R:2-03 & 05 Average Reject Response Time 72.25 140 0R:2-04 & 06 X. Reject on Time 72.25 140 0R:1-03 & 05 Average Order Confirmation Response Time 61.56 5 0R:1-04 & 06 X. Orders Confirmed On Time 40.00 5 0R:2-03 & 05 X. Regiect on Time 50.52 5 0R:2-03 & 06 X. Reject on Time 60 5 0R:2-01 & 06 Y. Reject on Time 60 5 PR-2-01 & 06 X. Reject on Time 60 5 PR-2-01 & 06 X. Reject on Time 60 5 PR-2-01 & 06 X. Reject on Time 60 5 PR-2-01 & 06 X. Reject on Time 60 5 PR-2-01 & 06 X. Missed Appointment - 8A (Disp. & No Disp.) 4.70 431 PR-2-01 & 06 X. Missed Appointment - 8A (Disp. & No Disp.)	Metric #	lus 00	BA	CLEC	<u>BA</u>	CLEC
0R-1-03 & 0.5 Average Criter Confirmation Response Time 39.40 9.35 0R-1-03 & 0.5 Average Criter Confirmation Response Time 69.19 9.35 0R-2-03 & 0.5 Average Reject Response Time 72.85 140 0R-1-03 & 0.5 Average Criter Confirmation Response Time 72.85 140 0R-1-03 & 0.5 Average Criter Confirmation Response Time 61.56 5 0R-1-03 & 0.5 Average Criter Confirmation Response Time 60.0 5 0R-1-03 & 0.5 Average Criter Confirmation Response Time 60.0 5 0R-2-03 & 0.5 Average Criter Response Time 60.0 5 0R-2-03 & 0.5 Average Criter Response Time 60.0 5 0R-2-03 & 0.5 Average Criter Confirmation Response Time 60.0 5 0R-2-03 & 0.5 Average Reject Response Time 60.0 5 0R-2-03 & 0.5 Average Reject Response Time 60.0 5 0R-2-03 & 0.5 Average Reject Response Time 60.0 5 0R-2-03 & 0.5 Average Reject Response Time 60.0 5 0R-2-03 & 0.5 Average Reject Response Time 60.0 5 0R-2-03 & 0.5 Average Reject Response Time 60.0 7 0R-2-03 & 0.5 Average Reject Response Time 7 470 431 0R-2-04 & 0.5 Average Reject Response Time 7 470 471 0R-2-04 & 0.5 Average Reject Response Time 7 470 471 0R-2-04 & 0.5 Average Reject Response Time 7 470 470 0R-2-03 & 0.5 Average Reject Response Time 7 470 470 0R-2-03 & 0.5 Average Criter Confirmation Response Time 29.38 1490 0R-2-03 & 0.5 Average Criter Confirmation Response Time 78.85 1490 0R-2-04 & 0.5 Average Criter Confirmation Response Time 45.09 5 5 0R-1-03 & 0.5 Average Criter Confirmation Response Time 64.45 5 5 0R-2-04 & 0.5 Average Criter Confirmation Response Time 45.09 5 5 0R-2-04 & 0.5 Average Criter Confirmation Response Time 64.45 5 5 0R-2-04 & 0.5 Average Criter Confirmation Response Time 64.90 5 5 0R-2-04 & 0.5 Average Reject Response Time 64.90 5 5 0R-2-04 & 0.5 Average Reject Response Time 64.90 5 5 0R-2-04 & 0.5 Average Reject Response T						
OR-1-04 & 06 % Orders Confirmed On Time						
OR-2-03 & 05 Average Reject Response Time 72.85 140						
CR-2-04 & 0.6 % Reject on Time						
ADSIL Loops			-			
OR-1-03 & 05 Average Order Confirmation Response Time OR-1-04 & 05 S Orders Confirmed On Time OR-2-03 & 05 Average Reject Response Time OR-2-03 & 05 Average Reject Response Time OR-2-03 & 05 Average Reject Response Time OR-2-04 & 06 S OR-2-04 & 06 S Reject on Time OR-2-04 & 06 S	UR-2-04 & 06			72.00		140
DR-104 & 06 % Orders Confirmed On Time	OR-1-03 & 05			61 56		5
OR-2-04 & 06 Average Reject Response Time 50.52 5 5 CR-2-04 & 06 7 Reject on Time 60 5 5 Frovisioning Performance 2 Wire Digital Loops 777					•	
OR-2-04 & 06 % Reject on Time	OR-2-03 & 05				•	
2 Wire Dipital Loops	OR-2-04 & 06				•	
PR-2-01 & 0.2						
PR-4-04 & 0.5 % Missed Appointment - BA (Disp. & No Disp.) 0.70% 713			•			
PR-6-01 %_ Installation Troubles within 30 Days 12.23% 777	PR-2-01 & 02					
ADSL Loops						
PR2-01 & 02	PR-6-01		J	12.23%		777
PR-4-04 & 0.5	DD 2 04 8 02		0.00	6.00	27	-
PR-6-01 % Installation Troubles within 30 Days						
Superior			3.37 %		20	
Ordering Performance 2 Wire Digital Loops 1490	11001	76 Installation Troubles Willing to Bays		OD.		
2 Wire Digital Loops		Jul-99				
2 Wire Digital Loops						
OR-1-04 & 06						
OR-2-03 & 05 Average Reject Response Time 21.26 292	OR-1-03 & 05					
OR-2-04 & 06 % Reject on Time	OR-1-04 & 06					
ADSL Loops						
OR-1-03 & 05	OR-2-04 & 06			83.56		292
OR.1-04 & 06 % Orders Confirmed On Time	OD 4 00 0 05			04.45		F4
OR-2-03 & 05			-			
OR-2-04 & 06 % Reject on Time						
Provisioning Performance						
2 Wire Digital Loops	O11 2 0 4 Q 00		•	00.00		- 00
PR-2-01 & 02						
PR-6-01	PR-2-01 & 02		1	5.91	·	505
ADSL Loops APSL Loops AVerage Interval Completed (Disp. & No Disp.) 10.63 6.09 342 44	PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)		2.20%		998
PR-2-01 & 02	PR-6-01]	14.27%		1051
PR-4-04 & 05	1					
Aug-99						
Aug-99 Ordering Performance 2 Wire Digital Loops OR-1-03 & 05 Average Order Confirmation Response Time OR-1-04 & 06 % Orders Confirmed On Time OR-2-03 & 05 Average Reject Response Time OR-2-04 & 06 % Reject on Time OR-2-04 & 06 % Reject on Time OR-1-03 & 05 Average Order Confirmation Response Time OR-1-03 & 05 Average Order Confirmation Response Time OR-1-03 & 05 Average Order Confirmation Response Time OR-1-04 & 06 % Orders Confirmed On Time OR-2-03 & 05 Average Reject Response Time OR-2-03 & 05 Average Reject Response Time OR-2-04 & 06 % Reject on Time OR-2-04 & 06 % Reject R			0.88%		342	
Ordering Performance 2 Wire Digital Loops 31.50 687 OR-1-03 & 05 Average Order Confirmation Response Time 86.89 687 OR-2-03 & 05 Average Reject Response Time 25.38 152 OR-2-04 & 06 % Reject on Time 87.50 152 ADSL Loops AUSL Loops AUSL Loops OR-1-03 & 05 Average Order Confirmation Response Time 63.03 480 OR-1-04 & 06 % Orders Confirmed On Time 59.37 480 OR-2-03 & 05 Average Reject Response Time 28.43 222 OR-2-04 & 06 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops 88.73 222 PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 12.66% 403 ADSL Loops AVerage Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 7.19 7.21	PR-6-01	% Installation Troubles within 30 Days		3.57%		56
Ordering Performance 2 Wire Digital Loops 31.50 687 OR-1-03 & 05 Average Order Confirmation Response Time 86.89 687 OR-2-03 & 05 Average Reject Response Time 25.38 152 OR-2-04 & 06 % Reject on Time 87.50 152 ADSL Loops AUSL Loops AUSL Loops OR-1-03 & 05 Average Order Confirmation Response Time 63.03 480 OR-1-04 & 06 % Orders Confirmed On Time 59.37 480 OR-2-03 & 05 Average Reject Response Time 28.43 222 OR-2-04 & 06 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops 88.73 222 PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 12.66% 403 ADSL Loops AVerage Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 7.19 7.21		Δυσ-00				
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OR-1-03 & 05 Average Order Confirmation Response Time 31.50 687 OR-1-04 & 06 Worders Confirmed On Time 86.89 687 OR-2-03 & 05 Average Reject Response Time 25.38 152 OR-2-04 & 06 % Reject on Time 87.50 152 OR-1-03 & 05 Average Order Confirmation Response Time 63.03 480 OR-1-04 & 06 % Orders Confirmed On Time 59.37 480 OR-2-03 & 05 Average Reject Response Time 28.43 2222 OR-2-03 & 05 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Installation Troubles within 30 Days 4.00% 350 ADSL Loops 7.19 7.21 637 332 PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
OR-2-03 & 05 Average Reject Response Time 25.38 152 OR-2-04 & 06 % Reject on Time 87.50 152 ADSL Loops AUSC Loops 0R-1-03 & 05 Average Order Confirmation Response Time 63.03 480 OR-1-04 & 06 % Orders Confirmed On Time 59.37 480 OR-2-03 & 05 Average Reject Response Time 28.43 222 OR-2-04 & 06 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Installation Troubles within 30 Days 4.00% 350 PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-01 % Installation Troubles within 30 Days 4.64% 453	OR-1-03 & 05			31.50		687
OR-2-04 & 06	OR-1-04 & 06	% Orders Confirmed On Time		86.89	•	687
ADSL Loops ADSL Loops ADSL Loops AUTOM	OR-2-03 & 05			25.38		152
OR-1-03 & 05 Average Order Confirmation Response Time 63.03 480 OR-1-04 & 06 % Orders Confirmed On Time 59.37 480 OR-2-03 & 05 Average Reject Response Time 28.43 222 OR-2-04 & 06 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops 7.82 169 PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 4.00% 350 PR-6-01 % Installation Troubles within 30 Days 12.66% 403 ADSL Loops Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 7.19 7.21 637 449 PR-4-01 % Installation Troubles within 30 Days 4.64% 453	OR-2-04 & 06	,		87.50		152
OR-1-04 & 06 % Orders Confirmed On Time 59.37 480 OR-2-03 & 05 Average Reject Response Time 28.43 222 OR-2-04 & 06 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 4.00% 350 PR-6-01 % Installation Troubles within 30 Days 12.66% 403 ADSL Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453						
OR-2-03 & 05 Average Reject Response Time 28.43 222 OR-2-04 & 06 % Reject on Time 88.73 222 Provisioning Performance 2 Wire Digital Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 4.00% 350 PR-6-01 % Installation Troubles within 30 Days 12.66% 403 ADSL Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453						
OR-2-04 & 06						
Provisioning Performance 2 Wire Digital Loops 7.82 169	00 0 04 0 00	2 D : . T		00.70		200
2 Wire Digital Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.82 169 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 4.00% 350 PR-6-01 % Installation Troubles within 30 Days 12.66% 403 ADSL Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453	UN-2-04 & UD			00.73		222
PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 4.00% 350 12.66% 403 ADSL Loops						
PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 4.00% 350 PR-6-01 % Installation Troubles within 30 Days 12.66% 403 ADSL Loops 8 403 403 PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453	PR-2-01 & 02	, i	1	7,82	· I	169
PR-6-01 % Installation Troubles within 30 Days 12.66% 403 ADSL Loops 302 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453			1		•	
ADSL Loops PR-2-01 & 02 Average Interval Completed (Disp. & No Disp.) 7.19 7.21 637 332 PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453	PR-6-01		1		•	
PR-4-04 & 05 % Missed Appointment - BA (Disp. & No Disp.) 3.02% 6.90% 637 449 PR-6-01 % Installation Troubles within 30 Days 4.64% 453		,			·	
PR-6-01 % Installation Troubles within 30 Days 4.64% 453	PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	7.19	7.21	637	332
PR-6-01 % Installation Troubles within 30 Days 4.64% 453	PR-4-04 & 05		3.02%		637	449
NOTE: WFA used for August ADSL Missed Appt. and Interval Data.	PR-6-01		<u> </u>	4.64%		453
	NOTE: WFA us	sed for August ADSL Missed Appt. and Interval [Data.			

= Interval metrics revised to exclude customer caused misses.

Carrier to Carrier
Performance Standards and Reports
Bell Atlantic - New York
CLEC Aggregate Performance
UNE COMPLEX SERVICES
Supplemental Data

	Performance		Volume	
Metric #	<u>BA</u>	CLEC	<u>BA</u>	CLEC

Sep-99

Ordering Performance

	Digital	

	2 VIII o Bigitai Ecopo					
OR-1-03 & 05	Average Order Confirmation Response Time		40.08		328	
OR-1-04 & 06	% Orders Confirmed On Time		78.35		328	
OR-2-03 & 05	Average Reject Response Time		20.46		131	
OR-2-04 & 06	% Reject on Time		93.12		131	
	ADSL Loops					
OR-1-03 & 05	Average Order Confirmation Response Time 67.29		805			
OR-1-04 & 06	% Orders Confirmed On Time		55.40		805	
OR-2-03 & 05	5 Average Reject Response Time		34.06		332	
OR-2-04 & 06	% Reject on Time		81.02		332	
	Provisioning Performance					
	2 Wire Digital Loops	_		_		
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)		9.69		157	
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.) 1.30%		1.30%		231	
PR-6-01	% Installation Troubles within 30 Days 22.53%		182			
	ADSL Loops			-		
PR-2-01 & 02	Average Interval Completed (Disp. & No Disp.)	7.69	7.88	586	328	
PR-4-04 & 05	% Missed Appointment - BA (Disp. & No Disp.)	2.10%	3.22%	856	653	
PR-6-01	% Installation Troubles within 30 Days		4.12%		655	

NOTE: WFA used for September ADSL Missed Appt. and Interval Data.